

Position Title: Desktop Support Engineer
Position reports to: IT Manager
Direct Reports: N/A
Office Location: Adapt IT – Cape Town Campus (Observatory)

PURPOSE OF THE POSITION

Assist staff with installation, configuration and ongoing usability of desktops, laptops, peripheral equipment and software complying with given standards and guidelines.

Participate in varied computer platforms in multi-layered client server environment. Train and guide staff hardware and software usage. Participate in important technological department projects and perform problem diagnosis of network and desktop environment under IT Management direction.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Update and maintain computer inventory and surplus equipment. Maintain and resolve issues on LAN/WAN, VoIP telephone, Biometric, Video systems and other computing equipment.
- Ensure desktop computers interconnect seamlessly with diverse systems.
- Interact with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Recommend and implement upgrades on systems to ensure longevity.
- Assess functional needs to determine system purchase specifications.
- Identify and repair hardware and network connectivity issues.
- Establish VPN access for all remote users.
- Assist in technical upgrading and maintaining of entire desktop systems.
- Support in testing and deployment of new applications and systems.

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Grade 12/ Matric Certificate
- CompTIA A+ or equivalent
- CompTIA N+ or equivalent
- ITIL Foundation
- MCP or equivalent
- MCSE, MCSA Windows 10, MCSA 365 or equivalent
- 2- 4 years practical service delivery experience in the IT industry; as an IT support or desktop support technician.

In accordance with Adapt IT's Employment Equity plans and goals, preference will be given to suitable applicants from the designated groups as defined by the Employment Equity Act of 55 of 1998 and subsequent amendments thereto.

Contact Person: [Ayanda Ngobese](#)

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